Children's Mental Health Waiver

Provider Procedure for: Quality Management

Implementation Date: 7/1/06

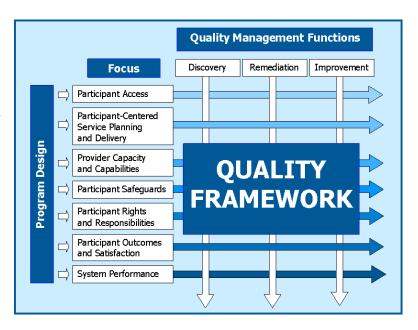
Revision Date: 9/1/07

Overview

The Children's Mental Health Waiver Program follows a Quality Management Strategy to insure quality monitoring, remediation of identified issues and problems, and ongoing quality improvement of the program. The Quality Management Strategy includes the following waiver assurances listed below and components as outlined in this diagram.

Waiver Assurances

- Level of care determinations
- Service plan
- Qualified providers
- Health and welfare
- Administrative authority
- Financial accountability



Waiver Provider Roles

- Implement all provider service and program procedures relating to assessment, service planning, service provision, data collection, documentation, and reporting.
- Participate in initial and ongoing provider training opportunities.
- Collect and submit data requested by the Waiver Program.
- Receive and evaluate waiver program data summary reports.
- Provide feedback on waiver specific procedures and processes to assist in system improvements for participants and providers.
- Provide feedback on program's support of providers to assist in system improvements that support development and retention of a knowledgeable, stable provider base allowing for family choice for all waiver services.
- Participate in planning and implementation of remediation strategies and improvement initiatives.
- Assist in monitoring and evaluating improvement initiatives.
- Participate in re-evaluation of Quality Management Strategy.
- Membership on Waiver's Quality Management Committee.

Roles of Waiver Participants, Families, and Advocates

- Provide information and feedback on waiver program procedures and processes from the recipient side of program services (through interviews, surveys, and informal means).
- Participate in planning remediation strategies and developing improvement initiatives.
- Participate in evaluating improvement strategies.
- Participate in re-evaluation of Quality Management Strategy.
- Membership/representation on Waiver Program's Quality Management Committee.

Outside Agencies/Providers Involved:

- Office of Healthcare Financing (OHF)
- Centers for Medicare and Medicaid Services (CMS)
- Mental Health Planning Council (MHPC)
- Children's Mental Health Initiative (CMHI) SAGE Initiative
- Wyoming's Children and Families Initiative
- Mental Health Division System of Care Committee
- Legislative Select Committee on Mental Health and Substance Abuse

Procedure

The Children's Mental Health Waiver Program's Quality Management Committee functions to provide guidance on establishing priorities and developing strategies for remediation and improvement of problems identified in waiver processes and procedures.

Quality Management Committee Membership includes:

- Waiver Program Manager
- Wyoming Department of Health (WDH), Mental Health and Substance Abuse Services Division Children's Services
- "Sage Initiative" Child Mental Health Initiative (CMHI)
- Youth, families, and advocates
- Representative(s) from Department of Family Services (DFS)
- Representative(s) from Wyoming Department of Education (WDE)
- Representative(s) from Developmental Disabilities Division (DDD)
- Representative(s) from Office of Healthcare Financing
- Waiver Service Provider(s)
- Mental Health Provider(s)

The Committee meets quarterly to focus on the following:

- Review and evaluation of the waiver program's Quality Management Strategy to ensure that procedures and processes support waiver assurances and requirements.
- Evaluates data collection procedures and reporting systems and makes recommendations for changes and additional data collection items.
- Evaluates data trends and analysis.
- Assists in establishing program priorities for remediation and improvement.
- Participates in development of remediation strategies and improvement initiatives.
- Evaluates improvement initiatives following implementation.
- Participates in ongoing re-evaluation of Quality Management Strategy.

Data is collected by the Waiver Program on a variety of waiver components and analyzed for trends. Components include:

- Waiver population
- Waiver providers
- Service Plans
- Incident reports
- Complaint reports
- Waiting lists
- Dispute resolution and Administrative hearings
- Provider resources/Participant and Family resources

Data reports are generated and shared with youth and families, providers, and some of the following groups (depending on the specific report type):

- Office of Healthcare Financing
- CMS
- Mental Health Planning Council
- Child Mental Health Initiative (CMHI) SAGE Initiative
- Wyoming's Children and Families Initiative
- Mental Health Division System of Care Committee
- Legislative Select Committee on Mental Health and Substance Abuse

The Quality Management Committee evaluates the program's Quality Management Strategy on an annual basis, with revisions made to the plan based on identified priorities, data findings, and improvement initiatives.